ECS ReadyTalk Tutorial

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HTTP://COMPUTING.FNAL.GOV/VIDEOCONFERENCING

Agenda

- ECS Audio and Collaboration Service Info
- Key Points
- How to start ReadyTalk
- Resources
- Questions

ECS Audio service

- ESnet is no longer supporting internal hardware for audio and web collaboration.

- ReadyTalk service is available to ECS users through the Office of the President of the University of California which includes LBNL (where ESnet is located).

➢ Note: ECS video services are not affected by this change.

Key points

- Time line: MeetingPlace (old) will be shut down Sept 30, 2010 at 5pmPacific Time Zone.
- Major differences between the new and old:
  - Acceptable Use Policy (AUP)
    - Service is intended for users whose programs and projects are funded by DOE Office of Science
  - Free audio/web conferencing for domestic and international users.
  - Host based service, not conference id: a chair or designate must start the meeting
  - 24-hour customer support from ReadyTalk
  - Can record meetings

Key points (cont'd)

- Audio and web collaboration can be used together or separately
- OK to create a room account or to have multiple chairperson accounts
- Chairperson can dial out to users
  - From chair/meeting control on web
- Reservation-less
  - though email can be sent out with meeting connect information which looks like scheduled vs on-demand
- Can record meetings
  - recordings should be removed to avoid storage fee

1. Start meeting by opening browser to http://esnet.readytalk.com/
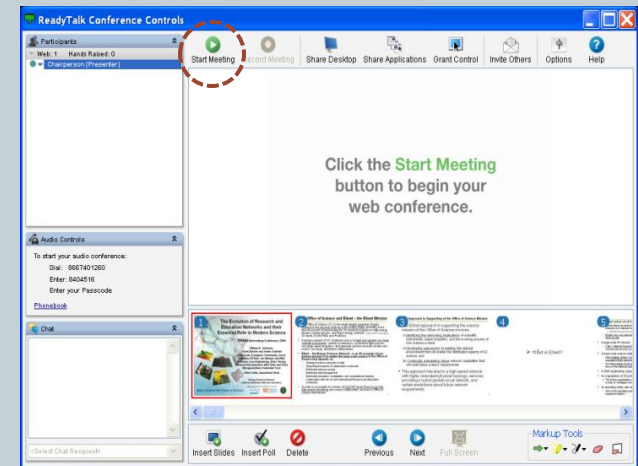
2.Enter Access Code and Passcode
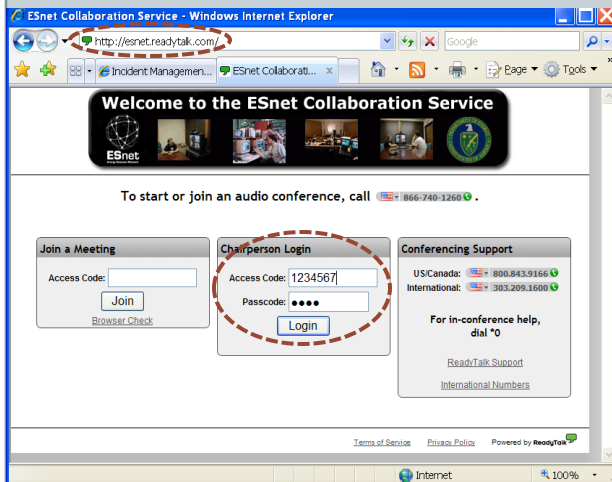
3.Select "Open Meeting Console"
4.Call provided phone #
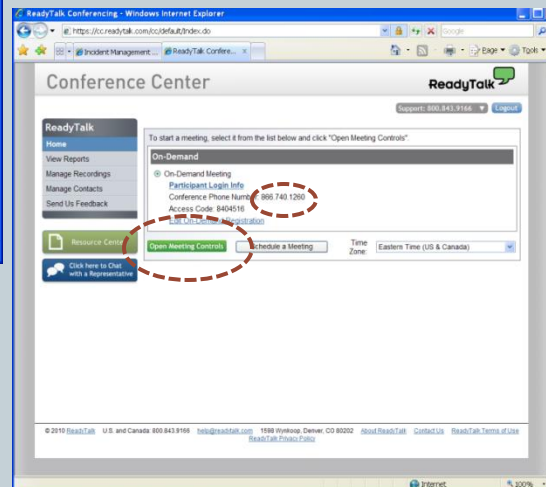
5. Select "Start Meeting"

How to start a ReadyTalk phone conference

- Dial 1-866-740-1260
- Follow prompts
  - If you're the chairperson enter access code AND pass code
    - Meeting doesn't begin until chairperson (or designate) starts it
- As chairperson you can set entry/exit announcements
  - see bullet #3 of slide #9

ECS FAQ #1

- **Q**: *Can an audio conference begin before the Chairperson (host) calls in?*
  A: For enhanced security, the conference **Chairperson or designate must log in** to the call and enter the Chairperson's passcode **before the conference can begin**. (Participants will be put on hold until the Chairperson or designate joins the call.) By pressing *__8__ the Chairperson can allow the call to continue if he/she must leave the conference.

- **Q**: *I am the conference Chairperson but would like the call to start before I join. What options do I have?*
  A: You can share your Chairperson passcode with a designate or other participants so that someone else can activate the conference call. Please be aware that sharing your Chairperson passcode with others increases the risk of your account being used fraudulently.

- **Q**: *How do I request service?*
  A: Register here. Please allow 72 hours for service activation.

- **Q**: *How do I use audio and web conferencing?*
  A: When an account is activated, you are provided with dial-in numbers, an access code for the audio portion, and a web conferencing URL. Email this information along with meeting date and time to whomever is participating in your conference. As the Chairperson, you must also enter the Chairperson passcode (provided upon service activation) to start the audio and web conference.

- **Q**: *How many participants can join a conference call?*
  A: You can have up to 96 participants join a call.

- **Q**: *How frequently do I have to use the service to keep my account from expiring?*
  A: Once service is established, your account remains active whether you use it or not.

ECS FAQ #2

- **Q**: *How frequently do I have to use the service to keep my account from expiring?*
  A: Once service is established, your account remains active whether you use it or not.

- **Q**: *Can I record my audio conference?*
  A: Audio conferences can be recorded by pressing *2 on your keypad or by clicking the Record checkbox in your web conference controls.

- **Q**: *What browsers does ReadyTalk support?*
  A: ReadyTalk supports all browser types. The chairperson and co-presenters must be on Java version 1.3.1 or higher. Participants must be on Java version 1.3.1 or higher OR Flash 9.0.28 or higher.

- **Q**: *Can I change the entry announcement heard when participants join my audio conference?*
  A: You can choose an entry announcement of Tone, Silent or Name Record by pressing 2, then 2 again on your keypad. Alternatively, from the Chairperson Conference Controls screen in the ReadyTalk web interface, select the Options button. Choose the desired entry announcement, check save settings for future conferences, and then click OK.

- **Q**: *Should I upload my PowerPoint presentation using the ReadyTalk slide show or use the Share Application feature instead?*
  A: The best way to show a PowerPoint presentation is to open it on your desktop and use the ReadyTalk Show My Applications feature. This gives you all the controls you normally have in PowerPoint when showing a slide show. The slide show upload in ReadyTalk is best used for general slides. Once uploaded, slides are converted to static images (you lose animation and slide transitions) and will remain in your web conference account until you delete them.

ECS FAQ #3

- **Q**: *Is there a web conference polling feature with ReadyTalk?*
  A: Polling allows the Chairperson to conduct a survey or questionnaire of participants during a web conference. ReadyTalk offers several polling options including multiple choice and true/false. The Chairperson (or Co-presenter) can insert a poll at any time by clicking the polling button located under the slides in the Chairperson's account view.

- **Q:** *When presenting from a system running OS X, how can I share a single application on my desktop?*
  A: The ReadyTalk meeting controls for OS X do not yet support sharing a single application on your desktop. Only the entire desktop can be shared. However, this feature may be supported in a future release. As a workaround if you do not wish to share your entire desktop, we suggest presenting from a Windows virtual machine (e.g. running under VMware or Parallels within OS X). You may also want to try the "Spaces" feature of OS X to limit which applications are shown to those attending the meeting.

Resources

- http://www.ecs.es.net

- http://www.ecs.es.net/docs/Audio-Conferencing-Quick-Reference-Guide-esnet

- http://www.ecs.es.net/docs/Conferencing_quick_reference_card.jpg

- http://www.readytalk.com/onlinehelp/readytalkhtml/Online_User_Guide.htm

- This tutorial will be posted under "ECS Audio" at http://computing.fnal.gov/videoconferencing/Conf.Phone.html

Service Feedback, Help and Questions?

- Comments, questions, requests can be expressed to ReadyTalk thru feedback/survey form or email
  - readytalk@es.net

- For immediate help in an audio conference press *0 or call ReadyTalk 24/7 technical assistance

    800-843-9166